

GATHERING WEB BROWSER DIAGNOSTICS IN SCIENTIFIC LEARNING PROGRAMS

Overview

Problems with Scientific Learning programs can sometimes be diagnosed/resolved using diagnostic information gathered from a web browser, such as Chrome, Firefox or Microsoft Edge.

To gather diagnostic information about a student session in Chrome, take the steps listed below. Steps for Firefox and Microsoft Edge are similar. For assistance, please contact the Support department.

Activate Chrome DevTools

When a student opens a Fast ForWord exercise or Reading Assistant selection, activate Chrome DevTools using F12 (Windows), CTRL-SHIFT-I (Chromebook), or CMD-OPT-I (Mac). This step opens a Chrome DevTools window.

IMPORTANT: For diagnostic information to be recorded, Chrome DevTools must be activated before the student begins to work in the exercise/selection.

Save Diagnostic Files

When an error/problem occurs with an exercise/selection, save diagnostic files from the Network and Console tabs in Chrome DevTools. Send them to Support at support@scilearn.com.

From the Network tab in the Chrome DevTools window.

- 1. Right-click in the results displayed in the Network window.
- 2. Select 'Save all as HAR with content' and save the file.

From the Console tab in Chrome DevTools window.

- 1. Right-click in the Console Window.
- 2. Click 'Save as' and save the file.

DevTools - www.google.com/advanced_search —									×	
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Filter 🗌 Hide data URLs 🔊 XHR	JS CSS	Img Media	Font Doc \	NS Manifes	t Other					
20 ms 40 ms 60 ms 80 ms 100 ms	120 ms	: 140 ms	160 ms	180 ms	200 ms	220 ms 240 ms	260 ms2	180 ms 300 ms	320 ms	
Name Status		Туре	Туре			Size	Time	Waterfall		
advanced_search	200	10 document		Other		55.2 KB	184 ms			
i1_1967ca6a.png	200	Open in Sou	rces panel	ced :	search	(memory cache)	0 ms		1	
favicon.ico		Open in new Clear browse Clear browse Copy Block reques Block reques	i in new tab browser cache browser cookies r c request URL k request domain			1.6 KB	17 ms			
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